GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:605
ANSWERED ON:19.07.2017
Employee Grievance Redressal Policy
De(Nag) Dr. (Smt.) Ratna;Kumar Shri Santosh;Tripathi Shri Sharad

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Government has any Employee Grievance Redressal mechanism in the Railways;

(b) if so, the details thereof;
(c) if not, the reasons therefor;

(d) the details of the growing employee harassment cases in Lucknow Division and action taken status on the SRDOM for severe injustice and malafide behaviour with a medically decategorised employee of Arkha, Rae Bareilly station in the name of fake inquiry; and

(e) if not, the reasons therefor and the reasons for not initiating vigilance inquiry against corrupt practices?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI RAJEN GOHAIN)

(a) to (c): Yes, Madam. The statutory provisions governing service conditions of Railway employees provide for in-built mechanism for redressal of grievances. In addition, the mechanism of Permanent Negotiating Machinery and Joint Consultative Machinery and Compulsory Arbitration scheme are functional on the Railways for redressal of the employee grievances. Further, a dedicated portal namely NIVARAN is also operational, through which employees can register their grievances online and action taken thereon is communicated to them online.

(d) & (e): There is no report of growing employee harassment cases in Lucknow division. The medically de-categorised employee posted at Arkha Railway Station under Lucknow division was offered alternative post at the same station, but he refused to join the said post, insisting for posting at the Divisional Headquarters and remained unauthorisedly absent thereafter. Non-compliance of posting order and continued unauthorized absence from duty by the said employee has been dealt with as per provisions regulating service conditions. As the case of the medically de-categorised employee has been dealt with in accordance with the service conditions, no action against Sr.DOM (Senior Divisional Operating Manager) is contemplated.
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